



consulting | technology | outsourcing

A large, solid red chevron graphic pointing to the right, positioned behind the text "High performance. Delivered."

High performance. Delivered.

Accenture Mobility

Mobility for Public Sector and Scottish Police Experience

November 2013

Public Administration Behind a Wall

Bureaucratic and complex Operational Models

- **Public Administration** currently adopts a **complex** and **bureaucratic** operational models that affects in a negative way its efficiency and effectiveness

Lack of Standardized processes / systems

- **Lack of standardized processes** produces loss of time
- Public Administration **IT systems** are **fragmented** and without communication among them

Low level of Services /Communication towards Citizens

- Current Landscape shows **lack of communication** with the citizens
- **Missed an overall strategy** for **sustainability** activities



Mobility offers a wide range of specific solutions to address Public Administration Challenges and Citizens needs

Some examples

Mobile Applications allow to establish real time and **direct channels** between **Citizens** and **Public Administration** in order to increase Citizens satisfaction through innovative services



Mobile Route Optimization and Traffic Alert solutions for citizens to provide **real time information** on roads congestion and reduce in a **sustainable way** the travel time and city pollution



Mobility

Mobile Analytics allow Public Administration and Citizens **real time access to data**

Mobile Payment and Ticketing offer to Citizens **secure money transactions** and e-receipts management in real time



Police are Facing an Evolving Landscape

Public Sector

Police Landscape

Overview

Project Scope

Mobility in H&PS

The world in which the **Police** operates has undergone a **significant shift**: keeping the peace, protecting life and property and enforcing the law are responsibilities that are now challenged due to the **rising of citizen expectations**, the changing nature and growing **sophistication of crime** and to the need to address often **severe budgetary constraints**.

High Citizen Expectations

Citizens now expect a **customer-centric approach** for all services, and **policing is no exception**. With 24-hour news channels, the availability of social media, and the explosion of apps there is an **“always on, always aware”** culture that is creating a new dynamic

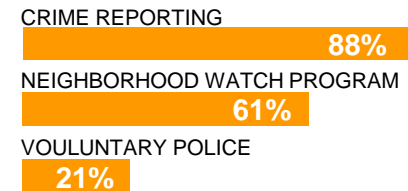
Sophistication of Crime

In the last years the crime **increased globally** and became **more sophisticated** with **cyber crime** activities (fraud telematics, mail privacy violation, cloning of credit card, phishing etc..) **with an exponential growth**

Budgetary Constraints

The economic downturn has meant **police budgets are decreasing**, with **cost reduction** measures putting extraordinary **pressures on policing**. The police are finding they need to prioritize and compromise on certain activities to target their limited resources to best effect

Key roles citizens believe they should play in policing services



Source: Accenture Survey

Cost of Cybercrime

BORDERLESS CYBERCRIME

556 million victims 
= US\$110 billion annually 

Source: Norton Cybercrime Report

Cost Reduction Measures

The budget for the FBI has been cut by approximately US\$550 million in 2013 and further budget reductions could reach US\$700 million in 2014.

Source: Accenture Analysis

Scottish Police Experience: i6 Programme

Public Sector

Police Landscape

Overview

Project Scope

Mobility in H&PS

Accenture is supporting Scottish Policing with a **National transformation process** called “i6 Programme” with the target of putting together all the Scottish Police Departments and **creating one Scottish Police**

Services Overview

- **Crime Fighting Tool** – mobile solution for officers with reporting and analyzing information functionalities at the crime scene The solution includes among others identification of suspects and witness statements recording
- **Police Field Task Management** – mobile solution for officers allowing them to receive tasks on the mobile application. The task are differentiated by the level of urgency and can be accepted or rejected by police officers according to their workload
- **Work Management Portal** – enabling tasking, messages, notifications, alerts and direct access to key information, the provision of role-based briefings and intelligence updates, as well helping to manage the performance of both teams and individuals
- **Custody Module** supporting the management of prisoners whilst in custody with support on mobile devices allowing remote access to custody functionality
- **Property & Storage Module** – solution for management and tracking of both lost and found property with the possibility to take photographs and track property with the use of a mobile device

Crime Fighting Tool

Public Sector

Police Landscape

Overview

Project Scope

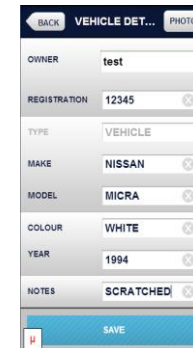
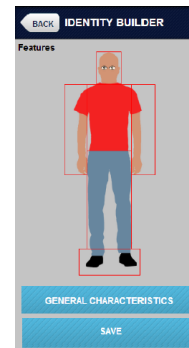
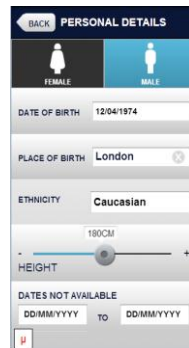
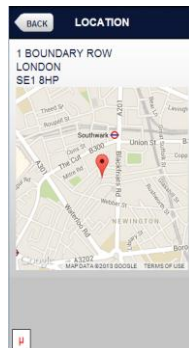
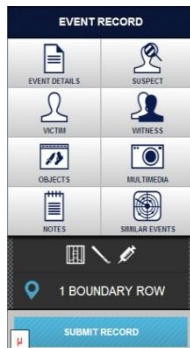
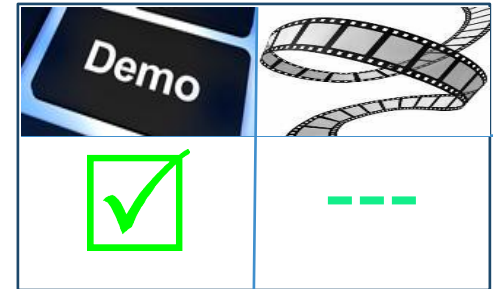
Mobility in H&PS

Description

- The **Crime Recording Application** provides Police Officers with a number of options for **reporting and analyzing information at the crime scene**
- The solution includes among others **identification of suspects** and **witness statements recording**

Example Use Cases

1. Police Officer **arrives at crime scene**
2. The agent uses the mobile handset in order to take **witness statement**
3. The solution allows Police Officer to **create list of suspects**
4. Police agent creates and sends **report to police station in real time**



Police Field Task Management / Work Management Portal

Public Sector

Police Landscape

Overview

Project Scope

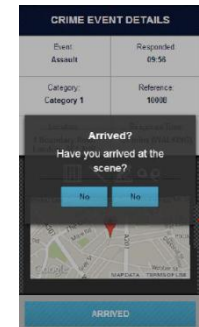
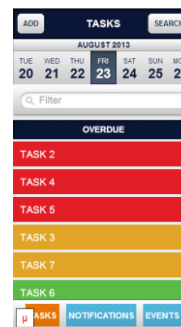
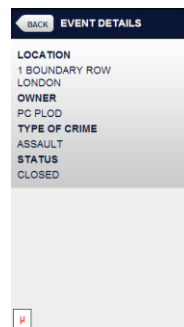
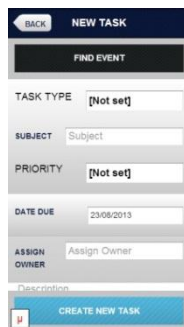
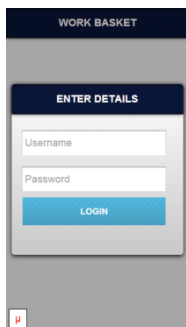
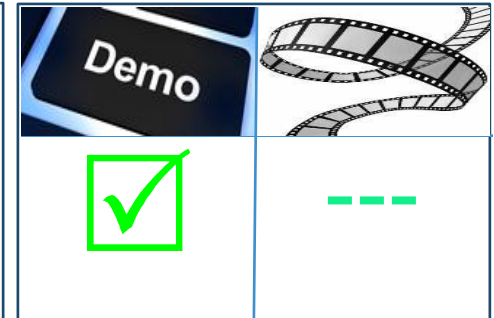
Mobility in H&PS

Description

- The **Workbasket Application** is an officer specific workbasket showing **assigned tasks**, color coded by level of urgency required
- Upon the report of a crime, the **Control Room pushes a message to the officers nearest the crime scene**
- A **map provides the Police Officers' location, the crime scene** and can show the locations of similar recent crimes in the area

Example Use Cases

1. Police **Control Room** receives an **emergency call**
2. The Police Control Room through its Work Management Portal **detects the nearest field agent** and sends an **intervention task**
3. **Police agent receives the task notification** on the **smartphone** and checks his current **workload** in order to accept or reject the task
4. Police agent while going to **crime scene** uses the mobile app to **receive useful details**



Custody Module

Public Sector

Police Landscape

Overview

Project Scope

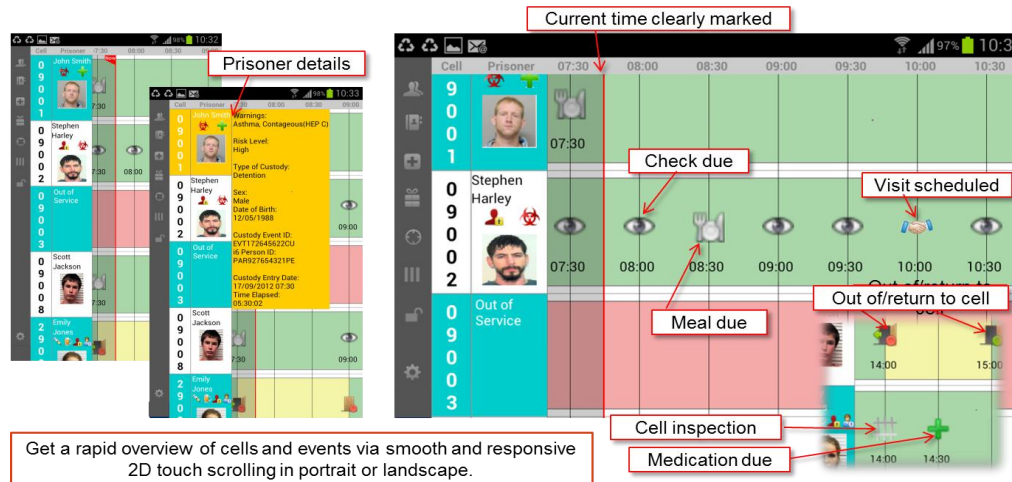
Mobility in H&PS

Description

- This solution provides a **full suite of custody processing and management capabilities** designed to streamline the custody process and **increase the efficiency and effectiveness** of custody officers

Example Use Cases

- Support custody officers through the **cell-booking process** (including **detainee description, medical assessment, warnings and the reading of legal rights**), the **management of prisoner**, confiscated property and lawyer access
- Enable custody officers to request and receive detainee **transfers from cell to cell**, from other custody sites or to/from court hearings
- Provide a snapshot view of cell availability



Property & Storage Module

Public Sector

Police Landscape

Overview

Project Scope

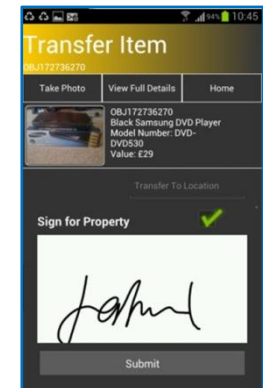
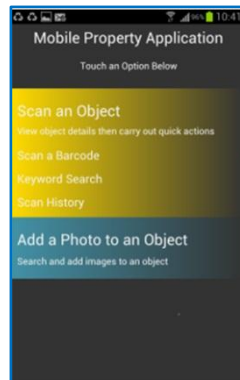
Mobility in H&PS

Description

- This module is designed to **support the efficient and effective management of all properties** which are under **responsibility of the Police**
- Officers can check properties into a **storage facility** including **found or stolen objects** and **confiscated** properties
- Also **Citizens** have the possibility to check if something **stolen / lost** has been found

Example Use Cases

1. Officers can **check property** into a **storage facility**
2. Officers can have a single snapshot view of **all properties** currently **assigned** or **stored** within a particular storage facility
3. **The disposal of a property item is recorded and managed** (for example in case the property is requested by court or given back to owner)



Mobility relevant topics for H&PS

Public Sector

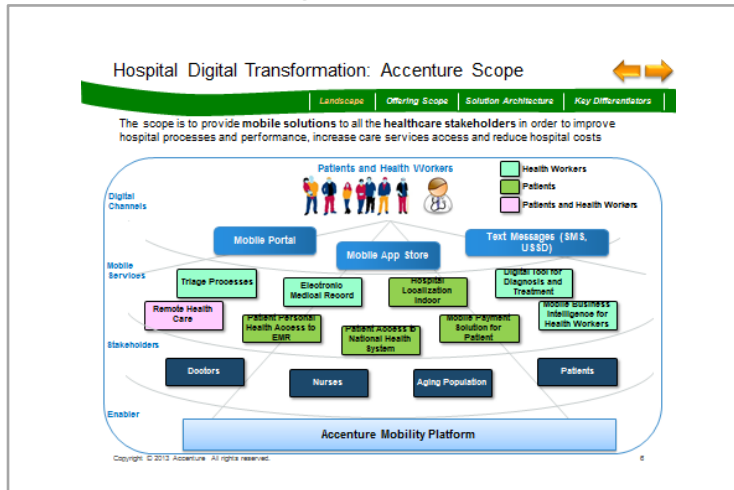
Police Landscape

Overview

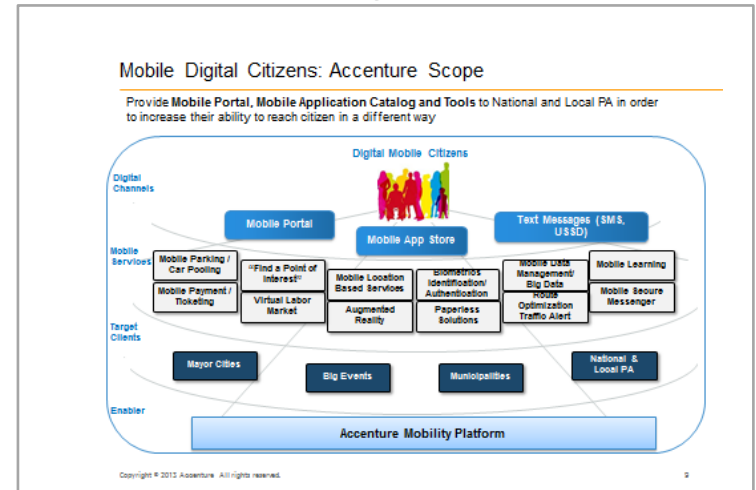
Project Scope

Mobility in H&PS

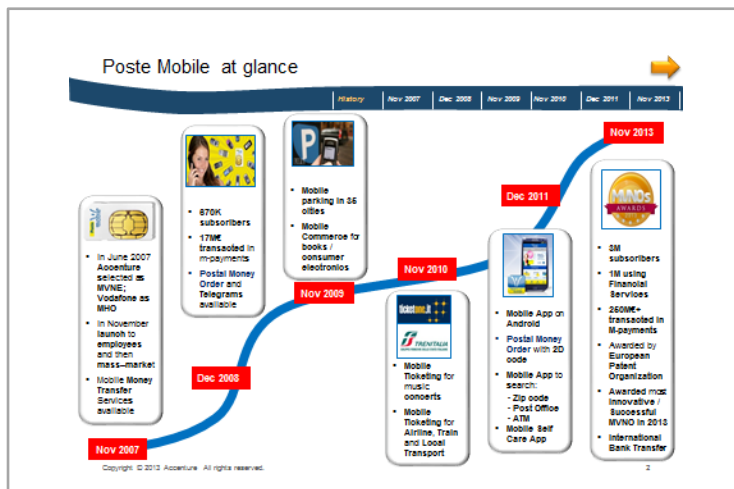
- Hospital Digital Transformation -



- Mobile Digital Citizen -



- Digital Postal -



- Integrated Virtual Labor Market -

